

**In the Abstract:**

Please delete the Abstract in its entirety and insert the following new Abstract as follows:

**ABSTRACT**

A non-intrusive speech quality assessment system. A method and apparatus for storing a sequence of intercepted packets associated with a call; storing indication of intercept time of the packet; extracting a set of parameters from the sequence of packets; and generating an estimated mean opinion score. The extracting step comprises generating a jitter parameter for stored packets in dependence upon the difference between the transmission time of a stored packet and the transmission time of a preceding stored packet; and the difference between the intercept time of the stored packet and the intercept time of the preceding packet; generating a long term average jitter parameter in dependence upon the value of said jitter parameter for said stored packet and the value of said jitter parameter for any preceding stored packets; and generating a differential jitter parameter in dependence upon the jitter parameter and the long term jitter differential parameter.